

By law, MassHealth must give you this notice explaining that we protect your health information, and that we must follow the terms of this notice.

MassHealth can change how we use and share your health information. If MassHealth does make important changes, we will send you a new notice. That new notice will apply to all of the health information that MassHealth has about you.

MassHealth takes your privacy very seriously. If you would like to exercise any of the rights we describe in this notice, or if you feel that MassHealth has violated your privacy rights, contact the MassHealth Privacy Office in writing at the following address.

MassHealth
Privacy Office
600 Washington Street
Boston, MA 02111

Filing a complaint or exercising your rights will not affect your benefits. You may also file a complaint with the U.S. Secretary of Health and Human Services.

For more information, or if you need help understanding this notice, call 1-800-841-2900 (TTY: 1-800-497-4648 for people with partial or total hearing loss) Monday through Friday, 8:00 A.M. – 5:00 P.M.



Commonwealth of Massachusetts
Executive Office of Health and Human Services

NOTICE OF PRIVACY PRACTICES

► Effective April 14, 2003

This notice describes how medical information about you may be used and disclosed, and how you can get access to this information.

Please review it carefully.



Because you get health benefits from MassHealth, we have personal health information about you. Personal health information includes things such as the kinds of medical services you get or the dates you get the services.

By law, MassHealth must protect the privacy of your health information.

This notice explains:

- when MassHealth may use and share your health information; and
- what your rights are regarding your health information.

MassHealth may use or share your health information:

- for payment activities, such as checking if you are eligible for health benefits, and paying your health-care providers for services you get;
- when the U.S. Department of Health and Human Services needs it to make sure your privacy is protected;
- when required by law;
- to operate its programs, such as evaluating the quality of health-care services you get, and performing studies to reduce health-care costs;
- with your health-care providers to coordinate your treatment and the services you get;

- with health-oversight agencies (such as the federal Centers for Medicare and Medicaid Services) for oversight activities authorized by law, including fraud and abuse investigations;
- for research projects that meet privacy requirements, and help us evaluate or improve MassHealth programs;
- with other government agencies that give you benefits or services;
- to prevent or respond to an immediate and serious health or safety emergency; and
- to tell you about new benefits and services, or health-care choices you have.

Except as described above, MassHealth cannot use or share your health information with anyone without your written permission. You may cancel your permission at any time, as long as you tell us in writing. Please Note: We cannot take back any health information we used or shared when we had your permission.

You have the right:

- to see and get a copy of your health information. You must ask for this in writing. MassHealth may charge you to cover certain costs, such as copying and postage;
- to ask MassHealth to change your health information if you think it is wrong or incomplete. You must tell us in writing which health information you want us to change, and why;
- to ask MassHealth to limit its use or sharing of your health information. You must ask for this in writing. MassHealth may not be able to grant this request;
- to ask MassHealth to get in touch with you in some other way, if contacting you at the address or telephone number we have on file for you would put you in danger. You must tell us in writing that you are in danger, and exactly where and how MassHealth should contact you;
- to get a list of when and with whom MassHealth has shared your health information, with certain exceptions. You must ask for this in writing; and
- to get a paper copy of this notice at any time.

These rights may not apply in certain situations.